
SEMINOLE COUNTY GOVERNMENT AGENDA MEMORANDUM

SUBJECT: Proprietary Source Procurement for the Wonderware Software Maintenance and Support.

DEPARTMENT: Administrative Services

DIVISION: Purchasing and Contracts

AUTHORIZED BY: Frank Raymond

CONTACT: Betsy Cohen

EXT: 7112

MOTION/RECOMMENDATION:

Approve the Proprietary Source Procurement for the Wonderware Software Maintenance and Support with Insource Software Solutions, Inc., Richmond, VA, through the time the County owns the equipment (\$34,413.00 per year).

County-wide

Ray Hooper

BACKGROUND:

Insource Software Solutions, Inc. will provide for the maintenance and support of the Wonderware Software currently utilized by Environmental Services Department - Utilities Division. The software supports the telemetric and SCADA system to monitor all Water and Wastewater Treatment Plants within the County. This company is the authorized representative for this type of maintenance and support of the software which the County owns. The County currently have forty-two (42) licenses which the comprehensive support keeps at the current version. The software and licenses are proprietary.

Authorization for performance of services by the Contractor shall be in the form of written Purchase Orders issued and executed by the County on an as-needed basis as directed by the County Project Manager.

STAFF RECOMMENDATION:

Staff recommends that the Board to approve the Proprietary Source for the maintenance and support of the Wonderware Software and authorize the the issuance of Purchase Orders through the time the County owns the equipment.

ATTACHMENTS:

1. Cost proposal and scope of services

Additionally Reviewed By:

☒ County Attorney Review (Ann Colby)

SEMINOLE COUNTY - PURCHASING AND CONTRACTS DIVISION

☒ SINGLE SOURCE ☐ SOLE SOURCE ☐ PROPRIETARY SOURCE

Date Requested: 11/14/2008

JDE No.: _____

Requestor: Tom Owens Telephone/Ext.: 407-665-2721 Department/Division: Environmental Services / Water and Wastewater

Description of Products/Services: Premium Wonderware Comprehensive Technical Support with Upgrades

Make: Archestra Manufacturer: Wonderware Model# Premium

Support justification (Please attach additional information as appropriate):
Insource Software Solutions, Inc. is our region's Wonderware representative. We current have 42 licenses which the comprehensive support keeps at the current version.

Proposed Vendor: Insource Software Solutions, Inc. Phone# 800-892-9286

Other Companies contacted: (Attach documentation of each firm contacted) N/A

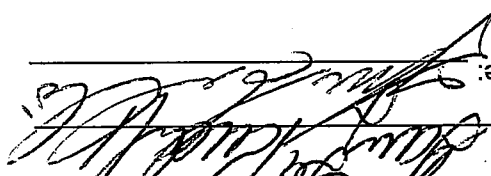
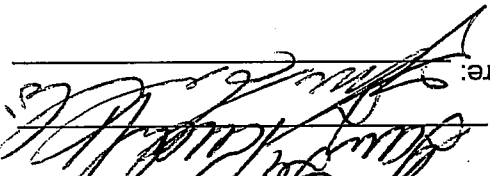
Compliance:

Does the requirement comply with the definition of sole/proprietary source as described in Section 220.47 ☒ Yes ☐ No
Is this commodity or service of a "unique nature" that would support a "Single Source" justification? ☒ Yes ☐ No
If you answer "YES", please explain in details.

Necessary: Is this commodity or service necessary to accomplish the County's task or mission? ☒ Yes ☐ No

Unique: Is this commodity or service, or some necessary features, unique to this source? ☒ Yes ☐ No

Compliance with Bid Tampering (F.S. 838.22) is acknowledged by signatures below:

Requesting Division Manager's Signature:  Date: 11/18/08
Requesting Department Director's Signature:  Date: 11/18/08

Purchasing and Contracts Division Determination:

Analyst ☐ Approval ☐ Disapproval Date: _____
Supervisor/Manager ☐ Approval ☐ Disapproval Date: _____

Description Posted (at least 7 business days): From _____ to _____
Determination Posted (at least 3 business days): From _____ to _____
BCC Date, if applicable: _____

Comments: _____

Purchase Order No.: _____

Amount of Purchase: \$ _____



Remit To:
InSource Software Solutions
PO Box 72804
Richmond, VA 23235-8020
Fax# 804-378-8970

Seminole County Utilities
Attn: Tom Owens
3300 Dike Road
Winter Park, FL 32792

Dear Tom,

Thank you for your continued interest in InSource Solutions. Your satisfaction is important to us and we welcome all comments. Our records indicate that your current Customer First Support Program for Wonderware Contract, 27038, expires on 12/31/2008. In order to avoid a lapse in coverage, please sign and return this invoice along with payment prior to the expiration date or fax a PO to 804.378.8970. This will extend your contract through 12/31/2009. Failure to renew by the above expiration date will result in an additional fee.

Note: Support for any Wonderware products that are purchased after the generation of your Wonderware License Support worksheet and/or renewal invoice will be prorated and invoiced along with the new license purchase.

EXISTING CONTRACT	PO NUMBER	CONTRACT EXPIRATION DATE	CUSTOMER NUMBER
27038		12/31/2008	418-3

Customer First Support Program Renewal Cost

Support Levels			
Standard	Premium	Elite	
Cost to renew Customer First Support Program for Wonderware Software Contract			
\$28,690.00	34,413.00	42,997.50	
IF TAX IS APPLICABLE PLEASE ADD (tax applicable for the following states: AL, AR, FL, MD, NC, SC, TN, GA, VA)			
\$0.00	\$0.00	\$0.00	
Tax			
\$0.00	\$0.00	\$0.00	
Other			
\$0.00	\$0.00	\$0.00	
Total			
\$28,690.00	34,413.00	42,997.50	

Standard / Premium / Elite (Circle One)

SEE BELOW FOR DELIVERABLES FOR

EACH LEVEL OF SUPPORT

Please send a copy of your Purchase Order with this invoice. Our Payment Terms are Net 30 Days. If sending a PO for this renewal, the above invoice number will be voided and a new invoice will be sent.

Thank you for the continued opportunity to be of service



InSource
Infrastructure | ATC Consulting

WONDERWARE SOUTHEAST CUSTOMER FIRST SUPPORT PROGRAM SUMMARY

The Wonderware Customer First program is a fee based program for customers with installed Wonderware software. Benefits come in the form of technical expertise and assistance, product updates, software upgrades, training and application services. Support is purchased with each software purchase and support contracts are renewed on an annual basis. All active licenses on a site must be placed on support in order to be eligible for this program. The program consists of multiple levels, each level building upon the prior level to provide additional support benefits.

Elite	Premium	Standard	Primary	
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Telephone or Email Technical Support from WonderwareSoutheast. May be escalated to Wonderware. Includes Call Tracking via WebSupport (Normal Business Hours Only)	X	X	X	
Self Service Enhanced Web Support. Includes Security Central, Wonderware Developer Network, plus Wonderupdate, Tech Alerts and Instep Newsletter via Email.		X	X	X
Expert System Knowledge Base Access (Online & CD Format)		X	X	X
Online Training		X	X	X
Free Software Version Upgrades (2 Times per Year) Also includes Patches, Service packs & Hot Fixes		X	X	X
Wonderware Knowledge Base CD Updates (2 Times Per Year)		X	X	X
Telephone Technical Support directly from Wonderware (Normal Business Hours Only)				X
Discounted Onsite Application Consulting				X
50% Discount on Classroom Training				2 Seats
Emergency 24/7 Support				X
Automated Email of Support Usage & Summary Reports				X
50% Discount on Wonderware Quality Audits @ WW Headquarters				X
Onsite Critical Incident Assistance				X
Fee Based Application Cloning Support				X
Additional Local Services				
5 Training Blocks (Days)*	Note 1	Note 1		X
2 Days of Wonderware Southeast System Consultant On-Site Consulting**	Note 1	Note 1		X

Customers that participate in the Premium and Elite Levels may qualify for additional benefits depending on contract value.

<<See Wonderware Customer First 2008 Program Guide for full details>>				
Elite	Premium	Standard	Primary	
X	X			Complimentary Invitation to Worldwide Technical Symposium
X	X			Prepaid Consulting Services
X	X			Wonderware Customer Support Program Manager assigned
X	X			Wonderware Technical Account Manager Assigned
X				Wonderware Business Success Technical Account Manager Assigned

Note: NOTE 1

* Five training blocks are for 5 days of training held at any InSource Solutions Training facility. All blocks must be used within the contract period. Additional blocks may be purchased at a 10% discount if purchased at the time of renewal. (Add \$2700)

** 2 Days of System Consultant Consulting Time to be used for technical assistance on any InSource Solutions product. All consulting days must be used within contract period. (Add \$2700) Actual travel expenses will be invoiced separately. Additional service days may be purchased at a 10% discount if purchased at the time of renewal.